



CUSTOMER SERVICE GUIDE and DRIVER LICENSE MANUAL

www.azdot.gov





STATE OF ARIZONA

JANET NAPOLITANO
GOVERNOR

OFFICE OF THE GOVERNOR
1700 WEST WASHINGTON STREET, PHOENIX, AZ 85007

MAIN PHONE: 602-542-4331
FACSIMILE: 602-542-7601

Dear Motorists:

Arizona is a beautiful state rich in cultures and traditions. As motorists, we share both the common desire to explore the wonders of our state and the common responsibility to do so safely and in a manner that preserves Arizona's beauty.

This Customer Service Guide and Driver License Manual will provide you with a wealth of information that will not only better prepare you to pass your written and road tests, but also allow you to become a safer driver and a more responsible Arizona citizen. Please study it carefully.

As this great State continues to prosper and grow, the challenges of providing effective, efficient state services to a diverse population also increase. The Arizona Department of Transportation's Motor Vehicle Division is committed to meeting these challenges. We are taking steps to improve efficiency and customer convenience, including providing a variety of services through alternative methods, such as the Internet (www.servicearizona.com), telephone (1-877-301-8093), and registration renewal by mail. Using these alternatives will not only save you time, it will reduce wait times for others at MVD offices and improve customer service for everyone.

We are all in this together, and together we can make Arizona a better and safer place.

Yours very truly,

A handwritten signature in black ink that reads "Janet Napolitano".

Janet Napolitano
Governor

Table of Contents

Office Locations and Hours.....	2
Tips for Faster Service	3
Resident Definition.....	3
Motor Vehicle Records.....	4
Name and Address Changes.....	4
Classes of Licenses	5
Identification and Proof of Age	6
Parent/Guardian Approval	8
Fees.....	9
Tests	9
Duplicate License	11
Organ Donor Program	12
Applying for a Title and Registration	12
Vehicle Insurance	14
Plates/Special Plates	15
Medical Review Program	16
Enforcement Services	16
Competitive Government Partnerships.....	18
Motor Carrier and Tax Services.....	19
Executive Hearing Office	20
Buckle Up Children!	20
Arizona's Safety Belt Law	21

Arizona Driver License Manual 23

About This Guide

We hope this guide will be helpful and provide customers of the Arizona Department of Transportation, Motor Vehicle Division (MVD) with better access to services and information. It begins with the steps on how to acquire an Arizona driver license and how to title and register a vehicle.

It also contains the Arizona Driver License Manual that provides information to help you obtain an Arizona driver license and explains safe driving skills. The information in the manual is not intended as an official reference.

This guide includes: how to receive faster service; how to obtain a special plate; vehicle insurance requirements; safety information and more. Feel free to explore MVD through this guide, and then apply the knowledge you gain for a more positive experience in achieving your needs as an Arizona driver.

Questions or Comments?

Phoenix 602-255-0072

Tucson 520-629-9808

elsewhere in Arizona 800-251-5866

TDD Hearing/Speech Impaired service Phoenix
602-712-3222, elsewhere 800-324-5425

Changes may have been made to the information contained in this publication since it was last revised.

Please check the Motor Vehicle Division's Office Locations and Hours and "What's New" pages at www.azdot.gov for updates.

**MVD OFFICES WITH 5:00 PM CLOSING
TIME PROVIDE INFORMATION ONLY TO
CUSTOMERS ARRIVING AFTER 4:30 PM.**



All offices perform both driver license
and title and registration services
unless otherwise noted.
Some also perform commercial
driver license services.

Office Locations and Hours

Office	Address	Hours (Closed)
Ajo	1211 Well Rd, Ajo 85321	Tu,W 8-5 (11-12:30)
Apache Junction	575 N Idaho Rd, Ste 600, Apache Junction 85219	M-F 8-5
Avondale	1452 N Eliseo C Felix Jr Way, Avondale 85323	M-F 8-5
Benson	553 W 4th St, Benson 85602	M-F 8-5 (11-12:30)
Bisbee	219 Arizona St, Bisbee 85603	M-F 8-5 (11-12:30)
Buckeye (TR only)	100 N Apache Rd #B, Buckeye 85326	M-Th 8-5
Bullhead City *** (M)	1325 Alonas Way, Bullhead City 86442	M-F 8-5
Casa Grande *** (C) (M)	240 W Cottonwood Ln, Casa Grande 85222	M-F 8-5
Chandler	50 S Beck Ave, Chandler 85226	M-F 8-5
Chinle	Hwy 191, Apache Complex, Chinle 86503	M-F 8-5 ****
Clifton	3-Way Junction Hwy 78/75, Clifton 85533	M-F 8-4:30 (11-12:30)
Colorado City *** (M)	45 S Central St, Colorado City 86021	Th, F 9-3
Coolidge	672 N Arizona Blvd, Coolidge 85228	M-F 8-5
Cottonwood *** (M)	525 S. 12th St., Cottonwood 86326	M-F 8-5
Douglas *** (M)	2050 N. Hwy 191, Douglas 85607	M-F 8-5
Flagstaff *** (C) (M)	1851 S Milton Rd, Flagstaff 86001	M-F 8-5
Fredonia *** (M)	699 N Hwy 89A, Fredonia 86022	M-W 8-5 (12-1)
Glendale (C) cc	16380 N. 59th Avenue, Glendale 85306	M-F 8-5
Globe *** (M)	4335 Hwy 60, Claypool 85532	M-F 8-5
Goodyear (C only)	14370 W Van Buren St, Goodyear 85338	M-F 7-5
Green Valley	601 N La Canada Dr, Ste 102, Green Valley 85614	M-F 8-5
Holbrook (C)	2108 Navajo Blvd, Holbrook 86025	M-F 8-5
Kearny	330 Alden Rd, Kearny 85237	M-F 8-4:30 (11:30-1)
Kingman *** (C)	3670 E Andy Devine, Kingman 86401	M-F 8-5
Lake Havasu City *** (M)	2081 Spawr Circle, Lake Havasu City 86403	M-F 8-5
Littlefield *** (M)	Hwy 91, Beaver Dam 700 North Bldg. C 86432	M-W 8-5, Th 8-3 (12-1:30)
Mesa *** (M) cc	1840 S Mesa Dr, Mesa 85210	M-F 8-5
Mesa East	7631 E Main St, Mesa 85207	M-F 8-5
Mesa Southeast *** (C) (M)	4123 E Valley Auto Dr, Mesa 85206 <i>N. of Baseline, W. of Greenfield</i>	Tu-Sa 8-5 **
Nogales	3030 N Grand Ave, Nogales 85621	M-F 8-5
Page *** (M)	US89, Mile Post 551, Page 86040	M-F 8-5
Parker	1112 Arizona Ave, Parker 85344	M-F 8-5
Payson	200 W Frontier, Ste Q, Payson 85541	M-F 8-5
Phoenix (M only)	1225 N 25th Ave, Phoenix 85009	M-F 8-5
Phoenix Central *	2739 E Washington St, Phoenix 85034	M-F 8-5
Phoenix-Northwest cc	20626 N 26th Ave, Phoenix 85027	M-F 8-5
Phoenix-South Mountain	221 E Olympic Dr, Phoenix 85040	Tu-Sa 8-5 **
Phoenix-West	4005 N 51st Ave, Phoenix 85031	Tu-Sa 8-5
Prescott *** (C) (M)	1105 Commerce Drive, Prescott 86305	M-F 8-5
Safford *** (C) (M)	310 Main St, Safford 85546	M-F 8-5
San Manuel	190 N Redington Rd, San Manuel 85631	M-F 8-4:30 (11-12:30)
Scottsdale (C) cc	7339 E Paradise Ln, Scottsdale 85260	M-F 8-5

Office	Address	Hours (Closed)
Show Low *** (M)	200 W McNeil, #10, Show Low 85901	M-F 8-5
Sierra Vista *** (M)	5224 E Charleston Rd, Sierra Vista 85635	M-F 8-5
St Johns *** (M)	395 S Washington, St Johns 85936	M-F 8-5 (11:30-1)
Superior	60 E Main St, Superior 85273	M, Th, F 8-4:30 (11:30-1)
Surprise	13009 W Bell Rd, Surprise 85374	M-F 8-5
Tempe	1703 E Larkspur Ln, Tempe 85281	M-F 8-5
Tuba City	Hwy 264 & Spur Rd, Tuba City 86045	M-F 8-5 ****
Tucson *** (M) cc	3565 S Broadmont Dr, Tucson 85713	Tu-Sa 8-5 **
Tucson (C only)	621 E 22nd St, Tucson 85713	M-F 7-5
Tucson-East	1360 S Stocker Dr, Tucson 85710	M-F 8-5
Tucson-North	7330 N Shannon Rd, Tucson 85741	M-F 8-5
Wickenburg	1020 W Wickenburg Way Ste 1 85390	M-F 8-5
Willcox	132A W Maley St, Willcox 85643	M-F 8-5 (11-12:30)
Williams	820 W Route 66, Williams 86046	M-F 8-5
Window Rock	Hwy 264, Mile Post 476, Window Rock 86515	M-F 8-5 ****
Winslow *** (M)	200 N ADOT Ln, Winslow 86047	M-F 8-5
Yuma *** (M)	2165 E Gila Ridge Rd, Yuma 85365	M-F 8-5

Third Party Offices

These Third Party offices are authorized and monitored by MVD to perform title and registration and driver license processing. Many offer extended hours, at convenient locations. A convenience fee will be collected by the Third Party for most transactions, in addition to appropriate MVD fees.

Glendale

All Valley Insurance (T); 9023 N 51st Ave; 623-435-1814 M-F 8-5, Sa 9-12

Mesa

Desert Title Service (T); 2815 S Alma School Rd, #107; 480-777-9820 M-F 7-4:30

Arizona Financial Service Center (T); 1245 W. Baseline #106; 480-456-1800 M-F 8-8, Sa 8-6, Su 12-5

Arizona Rapid Motor Vehicle Services (T); 535 E Southern #15; 480-461-0024 M-F 10-6

Cambio Express (T); 1801 E Main St; 480-833-1557 M-Sa 8-8, Su 9-6

Phoenix

Arizona Financial Service Center (T); 3443 W Thomas Rd; 602-272-1300 M-F 8-8, Sa 8-6, Su 12-5

Arizona License & Title Services (T); 9005 N 29th Ave, #D1; 602-216-2717 M 9-1, Tu-F 9-6

Arizona Trucking Association (T); 2111 W McDowell Rd; 602-252-7559 M-F 9-4

Arizona Motor Vehicle Title Service (T); 2612 N 16th Street; 602-256-6666 M-F 8:30-5:30, Sa 9-1

Arizona Rapid Motor Vehicle Services (T); 536 E Dunlap Rd, #8; 602-395-9074 M-F 10-6, Sa 9-3

Arizona Rapid Motor Vehicle Svcs. (T); 7614 W Indian School Rd, #D3; 623-848-3111 M-F 10-6, Sa 9-3

Arizona Registration & Title Express (T); 3340 W Thomas Rd, #3; 602-233-2320 M-Th 9-5, F 9-4:30, Sa 8-1

C&C Auto License (T); 10625 N 35th Ave, Ste D; 602-298-1900 M-F 9-5:30, Sa 9-2

Cambio Express (T); 1170 E Van Buren St; 602-254-5401 M-Sa 8-8, Su 9-6

CombinedServices (T); 15007 N Cave Creek Rd, #A; 602-569-8400 M-F 9-6, Sa 9-2

* **Newest Offices** **Will be closed on Saturday before a Monday holiday or after a Friday holiday. *** **Motorcycle Skill Testing Available**
**** **Daylight Savings Time** CC - **Office accepts: Mastercard and Visa**

(D) Driver License • (C) Commercial Driver License • (T) Title and Registration • (M) Motorcycle Skills Testing



Fastway Title & Registration, Inc. (T) 2711 W Camelback Rd; 602-242-4517	M-F 9-6
G&F MV Title & Registration Services (T); 6601 W Thomas Rd, #1; 623-848-8064	M-F 8-8, Sa 8-6
Insurance Auto Auction (T); 2299 W Broadway; 602-305-6340	M-F 8-3:30
Phoenix Check Cashers (T); 3800 E Thomas Rd; 602-954-1555	M-F 7:30-4:30, Sa 7:30-2:30
Popular Cash Express (T); 2902 W Van Buren St; 602-442-8366	M-F 8-6, Sa 10-2
Sav U Time Titles (T); 4524 N 16th St; 602-776-9123	M-F 10-6, Sa 10-4
Superior Motor Vehicle Services (T); 5127 W. Indian School Rd., #109B; 623-937-8598	T-Sa 9-6
Titles R Us (T); 2800 E Van Buren; 602-273-7031	M-F 9-6, Sa 9-2
Towne Title Service (T); 14820 N Cave Creek Rd #17; 602-493-2207	M-F 9-4
Title America (T); 3320 W Bell Rd; 602-942-0044	M-F 8-4:30
Western Motor Vehicle Testing Center (T/D); 2624 W Bethany Home Rd; 602-246-2333	M-F 9-6, Sa 8-4

Prescott

FootWork Auto License & Title (T); 724 N Montezuma St, #A; 928-771-9015	M-F 8-5
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Scottsdale

Action Auto Title (T); 2334 N Scottsdale Rd, #115; 480-970-0586	M-F 9-3:30
L&J Motor Vehicle Services (T); 15023 N 73rd St, #205-206; 480-368-9933	M-F 8-5

Sierra Vista

Ginger's Auto Title Service; (T); 999 E Fry Blvd., #202; 520-459-2434	M-F 9-5:30
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Sun City

Auto Tag of America; (T); 10147 W Grand Ave, Ste A-1; 623-979-6650	M-F 8-5, Sa 8-12
Motor Vehicle Registration & Title Center (T); 14800 N Del Webb Blvd; 623-974-7745	M-Th 8-5

Tempe

ASAP Title Services (T); 1761 E Warner Rd, #B-2; 480-777-2891	M-F 9-6, Sa 10-3
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Tucson

Academy of Driving Motor Vehicle Center (T/D) 5669 E Speedway; 520-750-7572	M-F 9-5
All Vehicle Title and Registration (T); 2221 N Oracle Rd, Ste 1; 520-792-1711	M-F 8:30-5
Arizona Auto License (T); 5821 E Speedway; 520-296-2027	M-F 8:30-5
Donna's Auto License & Title Service (T); 5441 E 22nd St #107; 520-747-7615	M-F 8-4

Willcox

Allstate Dealer Services (T) 367 N Haskell; 520-384-0400	M-Th 9-5
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Online Services (www.servicearizona.com)

- Vehicle Registration Renewal
- Address Change
- Duplicate Driver License or Identification Card
- 30-Day General Use Permit
- Driver License Reinstatement
- Duplicate Vehicle Registration
- Fleet Registration Renewal
- Personalized/Special Plates
- Restricted Use 3-Day Permit
- Vehicle Sold Notice
- View Plate Credit
- Voter Registration
- Deinsured certificate
- Organ Donor Registration

Tips for Faster Service

Depending on your transaction:

- The best days to visit are usually Wednesday and Thursday
- Avoid the first 2 days and the last 2 days of the month and the day after a holiday
- Bring acceptable proof of identification (See Page 6)
- Bring your out-of-state driver license
- Bring your vehicle
- Bring your out-of-state title, registration and license plates
- Have your vehicle identification number (VIN) handy
- Most fees may be paid by cash, check, traveler's check or money order; credit cards are an option at some offices (Returned check and reinstatement fees may not be paid by check.)
- Please make your check payable to: Motor Vehicle Division

Resident Definition

State law requires that you obtain an Arizona driver license and registration immediately if any one of the following applies. If you:

- Work in Arizona (other than for seasonal agricultural work)
- Place children in school without paying the tuition rate of a nonresident
- Have a business with an office in Arizona, that bases and operates vehicles in this state
- Obtain a state license or pay school tuition fees at the same rate as an Arizona resident
- Have a business that operates vehicles to transport goods or passengers within Arizona
- Remain in Arizona for a total of 7 months or more during any calendar year, regardless of your permanent residence

An "out-of-state student" enrolled with 7 or more semester hours is not considered a resident, even if employed.

Military Personnel Information

Military personnel based in Arizona who qualify for exemption under the Soldiers and Sailors Relief Act are not considered Arizona residents.

Upon discharge, military personnel may work in Arizona for up to 90 days without obtaining an Arizona driver license if all of the following are met:

- Principal residence is in another state or country
- Has a valid driver license issued by another state or country
- Operates a vehicle requiring a Class D driver license
- Is an employee, agent or consultant of an organization that operates in Arizona and at least one other state or country
- Check our website or call for information on special driver license and vehicle services available to military personnel.

Motor Vehicle Records

You may obtain a computer printout of your driving or vehicle record by completing a Motor Vehicle Record Request form #46-4416 available online, by calling one of the numbers on Page 1 or by visiting any MVD or authorized Third Party office. You will be required to show identification. The fees are \$3 for a 39-month record, \$5 for a 5-year certified record. A vehicle title history is charged \$3 per copied page, \$5 for certified copies.

Name and Address Changes

You are required by law to notify MVD within 10 days of any change to your address. If your current address is not on file, you may not receive renewal notices or other correspondence concerning your driver license or vehicle records. You may be cited by law enforcement if you don't change your address within the 10-day period.

MVD has developed a computer system that links all of your MVD records together. When you submit a change of address, we will update your driver license or identification card record and each vehicle record for which you are listed as the registration recipient.

You may report a change of address by phone (See numbers on Page 1), by mail or online at www.servicearizona.com. For an address change provide your full name, old address with zip code, and new address with zip code, plus your driver license number and date of birth and your plate or vehicle identification number (VIN). If you wish to show your new address on your license, you may apply for a duplicate license (See Page 11).

You are required by law to notify MVD within 10 days of a change to your name. You may not do this by telephone. You may notify MVD by writing to Mail Drop 538M, Motor Vehicle Division, PO Box 2100, Phoenix AZ 85001, or you may go to any MVD or authorized Third Party office. You will need to present appropriate identification in both your new and previous names. If you wish to show your new name on your license, you may apply for a duplicate license. If your vehicle title has a lien, written permission must be obtained from the lienholder to record your new name on the vehicle documents. Additional documentation may be required. All names must be verifiable with Social Security Administration records.

Arizona's Driver License

Arizona issues an "extended" driver license that does not expire until age 65. However, your photo and vision screening will need to be updated every 12 years. Drivers 60 and over will receive a 5-year license. Temporary residents such as out-of-state students and their spouses, or military personnel and their family members may apply for a 5-year license regardless of age.

Foreign applicants will be processed in accordance with Arizona authorized presence requirements.

Applying for a Driver License

If you are new to the state, you may be required to show your out-of-state driver license when you apply for an Arizona license.

National Driver Register

Arizona is a member of the National Driver Register, a nationwide computer system providing information about problem drivers. When you apply for an Arizona driver license, the information from your application is checked against this system. If you have outstanding or unresolved actions in any other state, or you provide false information on your application, your Arizona driver license will be canceled and there are no refunds of application fees.

Features of the License

- Digital photo technology provides for instant retrieval
- Optically variable ink (OVI) provides security to reduce fraud



- Credential type, e.g., Commercial Driver License, Instruction Permit, is printed directly underneath the "Arizona" logo
- "Under 21" Driver License:
 - Vertical format for driver license, instruction permit and ID cards'
 - Licensee "Under 21" indicated next to photo
 - Credential displays date when licensee reaches age 21

Classes of Licenses

Licenses are issued by "class", G (graduated), D (operator), M (motorcycle) and A, B, C (commercial). If the class M license is combined with any other class of license, it will be added as an "endorsement" on the back of the current license.

Instruction Permit

If you are at least 15 years and 7 months of age you may be issued a graduated and/or a motorcycle instruction permit. You must be at least 18 for an operator permit.

With a graduated or operator permit you must be accompanied by a class A, B, C or D licensed driver, who occupies the seat beside you. These permits are valid for 12 months.

With a motorcycle permit you are prohibited from operating a motorcycle on freeways or interstate highways, or between sunset and sunrise, or at any time when there is not enough light to clearly see persons or vehicles at a distance of 500 feet. The motorcycle instruction permit is valid for 6 months and can be renewed one time within a 24-month period.

The commercial instruction permit is valid for a 6-month period. You must be at least 18 to apply. For additional information, see the Commercial Driver License Manual, available by calling one of the numbers on Page 1.

Graduated License (Class G)

A graduated driver license is issued to an applicant

who is at least 16, but less than 18 years of age and is valid to operate any vehicle that does not require a motorcycle or commercial license.

An applicant for a graduated license must have held an Arizona instruction permit for at least 5 months. The permit must be valid at the time of application. An applicant must also have satisfactorily completed an Arizona driver education program approved by MVD or the parent or guardian must certify in writing that the applicant has completed at least 25 hours of supervised driving practice, including at least 5 hours at night.

An applicant holding a current and valid out-of-state driver license is exempt from the driver education / driving practice and instruction permit requirements.

The holder of a graduated license is not required to obtain an operator license at age 18, but may choose to obtain one.

Operator License (Class D)

An operator license allows you to drive any vehicle that does not require a motorcycle or commercial license. You must be at least 18 years of age to apply for an operator license.

Motorcycle License (Class M)

A motorcycle license or endorsement is required to drive a motorcycle or motor-driven cycle. You must be at least 16 to apply for a motorcycle license.

An applicant for a motorcycle license or endorsement who is under 18 must have held an Arizona instruction permit for at least 5 months. The permit must be valid at the time of application. An applicant must also have satisfactorily completed a motorcycle driver education program that is approved by MVD or the parent or guardian must certify in writing that the applicant has completed at least 25 hours of motorcycle driving practice.

An applicant holding an out-of-state motorcycle license or endorsement is exempt from the driver education/driving practice and instruction permit requirements.

For additional information, see the Motorcycle Operator Manual, available by calling one of the numbers on Page 1.

Commercial Driver License (Class A, B or C)

A commercial driver license (CDL) is required for drivers of heavyweight vehicles, 26,001 lbs. or more gross vehicle weight (GVW), vehicles capable of carrying 16 or more passengers (including the driver), or vehicles required to be placarded for hazardous material. The minimum age for a commercial driver license is 21. If you are at least 18, you may apply for an intrastate commercial driver license that is valid only in Arizona.

You are required to submit a copy of your DOT Physical Examination form when you apply for a commercial driver license, or renew an existing license. Incomplete or inaccurate information on the examination form may result in suspension or denial of the license. You must maintain your medical qualification with MVD and must submit a copy of your examination form every 24 months to the MVD Medical Review Program. Failure to do so may result in suspension of your commercial driving privilege.

For additional information, see the Commercial Driver License Manual, available by calling one of the numbers on Page 1.

Items Needed to Obtain a License

Identification and Proof of Age

The listing on the following page is subject to change. Please check our website for updates.

- You need **two** documents listed on the following page - one must have a clear **photo** of you
- Or three documents listed on the following page with no photo
- One must be listed under **Primary**
- All must be originals or copies certified by the issuing agency
- All must be in English

PRIMARY (must include Date of Birth)

- Driver License or Instruction Permit issued in another state, territory or possession of the US, except per Arizona law for the following states that do not verify lawful presence in the US: Alaska, Hawaii, Iowa, Illinois, Michigan, Missouri, Montana, North Carolina, Nebraska, New Mexico, Nevada, Oklahoma, Oregon, Rhode Island, Texas, Utah, Vermont, Washington, Wisconsin
- Birth Certificate issued in any state, territory or possession of the US. Hospital record/certificate and California Certified Abstract of Birth are not acceptable.
- Delayed Birth Certificate issued in any state, territory or possession of the US
- US Certificate of Birth Abroad
- US Passport
- Foreign Passport with US Visa (admission stamp or I-94 Form required in passport)
- I-94 Form (with photo) presented without passport. Must have photo unless presented with an Arizona Refugee Medical Assistance Card issued by the Arizona Department of Economic Security, Refugee Medical Assistance Program. Classifications C-1, C-2, C-3, D-1, D-2, WT and WB are not allowed a driver license or ID card.
- Resident Alien Card (issued after March 1977)
- INS Employment Authorization Card (I-688A, I-688B, I-766)
- US Certificate of Naturalization
- US Certificate of Citizenship
- Arizona ID Card (issued after July 1996)
- Tribal Certificate of Indian Blood
- Tribal or Bureau of Indian Affairs Affidavit of Birth
- US Military DD-214
- US Military ID Card (active duty, reserve and retired)
- Record of a previous Arizona Driver License, ID Card or Instructional Permit (issued after July 1996)
- Affidavit of Identification (with photo and within 15 days of issue) from Arizona Department of Corrections, a county detention facility or a probation office in Arizona.

SECONDARY (does not have to include Date of Birth)

- | | |
|---|--|
| <ul style="list-style-type: none"> • Driver License issued in any state, territory or possession of the US • Instruction Permit issued in any state, territory or possession of the US • US Military Dependent ID Card • US Armed Forces Driver License • Social Security Card • Motor Vehicle Record or Clearance Letter (within 30 days of issue) • Legal Guardian Affidavit • Selective Service Card • W-2 Form • US Department of Veterans Affairs Card • Concealed Weapons Permit • Medical Insurance ID Card (including AHCCCS ID card) • Professional License | <ul style="list-style-type: none"> • Bank Card • Credit Card • Employee ID Badge (with photo) • School ID (with photo) • Marriage Certificate issued in any state, territory or possession of the US • Certified Letter of Identification for a Ward of the Court issued by a court or government agency in the US • Documents from Court of Record: <ul style="list-style-type: none"> ◦ Divorce Decree ◦ Adoption Decree ◦ Name Change Decree ◦ Bankruptcy Decree ◦ Emancipation Decree |
|---|--|

Proof of Social Security Number

You are required by ARS 28-3158(D)(5), 28-3165 (F) and 42 USC 405(c)(2)(C) to provide your Social Security Number. It will be used to verify your identity and to comply with federal and state child enforcement laws. It will not be used as your driver license number.

Selective Service Registration

Federal law requires that every male United States citizen and male alien residing in the United States and its territories must register with the U.S. Selective Service System within 30 days of his 18th birthday. Arizona law requires that by submitting an application for an original, renewal or reinstatement driver license or identification card, male applicants under 26 years of age must consent to registration with the Selective Service as part of the application process. When submitting an application for a duplicate driver license or identification card, male applicants under 26 years of age have the option to consent to registration as part of the application process.

Registering with Selective Service does not mean that you are joining the military. Registration provides the federal government with an accurate list of males who might be called to military service if a return to the draft is authorized by Congress and the President.

If you are 18 to 25 years of age, registration information will immediately be sent to Selective Service. If you are under 18, information will be stored and automatically sent to the Selective Service when you reach age 18. Selective Service will send you a Registration Acknowledgment Card when your registration is complete.

For more information call Selective Service toll-free at 888-655-1825 or visit www.sss.gov.

Parent/Guardian Approval for Applicants Under 18

If you are under 18, your application for an instruction permit or driver license must be signed by at least one adult. The adult will be responsible for any negligence or willful misconduct when you are driving.

The application must be signed by:

- One natural parent if married to the other natural parent, or,
- Both natural parents if not married to each other, but share joint custody, or,
- One natural parent with sole custody

or, if neither parent is living:

- Legal guardian (proof required), or,
- Foster parent living with the minor (proof required), or,
- Employer of the minor (death certificates must be shown)

The signatures must be witnessed by an MVD agent or by a notary public. Signatures obtained for an instruction permit will be required again for a driver license.

The person who signed the application for a minor, as well as the person with responsibility for the minor, may cancel the minor's license. The license may be canceled by submitting an "Affidavit to Cancel the License of a Minor", available online or at any driver license office or by phone (See numbers on Page 1) or by sending a notarized letter authorizing the cancellation to: Mail Drop 536M, Motor Vehicle Division, 1801 W. Jefferson St., Phoenix, AZ 85007. Indicate the license number, full name and date of birth of the person whose license is to be canceled.

Medi-Code Doctor's Statement

Space is provided on your license to indicate medical conditions that may require immediate attention. You must present a statement, dated within 90 days, about the medical condition signed by a licensed physician to obtain a medical code on your license.

Proof of Insurance

Arizona law requires that vehicle owners have liability insurance (See Page 14). Any vehicle to be used on a driver licensing road test must contain the required proof of insurance.

Fees

Operator or Motorcycle License

Ages 16-39.....	\$25
40-44	\$20
45-49	\$15
50 & over and 5 year.....	\$10
Limited License	\$10

Identification Card

Ages 0-64	\$12
65 & over.....	No fee
Instruction Permit	\$7
Motorcycle Endorsement	\$7
Restricted Instruction Permit.....	\$3
Duplicate License or Identification Card.....	\$4
Duplicate Instruction Permit.....	\$2
Out-of-State Driver License Skill Test	\$15
Out-of-State Vision Screening.....	\$5

For commercial driver license fees, please refer to the Commercial Driver License Manual or call one of the numbers on Page 1.

Motor Vehicle Record – 39 Month	\$3
Motor Vehicle Record – Certified 5-Year	\$5
Abandoned Vehicle Fee.....	\$50
Abandoned Vehicle Fee (on federal land)	\$200
Returned Check Fee	\$25

If your license is revoked, suspended or canceled, you may be required to pay another application fee, in addition to a reinstatement fee.

Most fees may be paid by cash, check or money order; credit cards are accepted at some offices.

Personal checks are not accepted for reinstatement and returned check fees.

No refunds are given on any fees.

Tests

MVD is responsible for screening and testing driver license applicants. This helps to ensure that Arizona drivers have the necessary knowledge and ability to safely handle the vehicles they will be driving.

Medical Screening

Through recommendations from the Arizona Medical Advisory Board, MVD has established medical standards for driver licensing. Several questions regarding your medical condition are included on the driver license application.

You must report to MVD any medical conditions that develop or worsen that may affect your ability to safely operate a motor vehicle. This must be done within ten days of a change or as soon as the condition allows. The written report must include: full name, address, date of birth, description of condition and signature. The report must be sent to:

Medical Review Program, 1452 N. Eliseo C. Felix Jr. Way, Avondale, AZ 85323, Phone: 623-925-5795, Fax: 623-925-9323.

Vision Screening

You will be given a vision exam. If you wear prescription glasses or contact lenses for distance vision, be sure to wear them. You must have uncorrected vision of 20/40 or better in at least one eye in order to obtain an unrestricted license. If you cannot meet this requirement without glasses or contact lenses, you will be given a license with an “A” restriction. An “A” restriction means you must always wear your glasses or contact lenses when driving. A test of visual field will also be given to check how far you can see to the side while keeping your eyes straight ahead.

In addition, drivers who visit an MVD office for vehicle title and registration services may be required to update this vision exam.

Written Tests

When applying for your first Arizona driver license or instruction permit, you will be required to pass a written test based on the information contained in this manual. If you are applying for a motorcycle license,

you will also be tested on the information contained in the Motorcycle Operator Manual, available at any driver license office or by phone (See numbers on Page 1) or online. One application fee allows you 3 attempts to pass the test in a 12-month period.

The driver license examination is also available in Spanish, Chinese, Korean and Vietnamese. If you cannot read English or any of these languages well enough to take a written test, arrangements can be made for an oral examination in English. If you need an interpreter, you must provide one.

If you have a current out-of-state driver license in your possession, you will normally not have to take a written test. However, you may be required to take a written test any time that you apply for a license.

If you are renewing an Arizona license, you may have to take the written test if your license has been canceled.

Road Test

If a road test is required, you may drive a test route that has a variety of traffic situations. An examiner will ride with you in your vehicle and give you directions to follow. You will be observed and graded on specific actions and on your general ability to safely operate the vehicle.

Road tests may be suspended due to extreme weather or safety conditions.

Paying one application fee allows you 3 attempts to pass the test in a 12-month period.

You must provide the vehicle to be used for the test. The vehicle must be in good operating condition, and must have current registration, plate and tabs. If your vehicle is a 1972 model or newer, it must be equipped with seat belts, and these belts must be properly fastened and adjusted. You must have current automobile liability insurance (See Page 14).

Before you can take the road test, you will have to show that you understand the meaning of Arizona traffic signs. You will also have to demonstrate that you can understand English-language instructions such as:

- Stop

- Slow down
- Left and right lane
- Drive straight ahead
- Turn left at next street, corner, stop sign, traffic light
- Turn right at next street, corner, stop sign, traffic light
- Speedometer
- Seat Belt

These are the most frequent instructions, however other English commands or directions might be made depending on driving conditions or traffic circumstances.



Motorcycle Skills Test

The motorcycle skills test is a 10-15 minute demonstration of your riding ability that consists of performing maneuvers on an off-street, closed track as described in the Motorcycle Operator Manual.

If you have a current out-of-state motorcycle license in your possession, or one that has been expired for less than a year, and the state that issued the license requires a motorcycle skills test similar to that given by Arizona, then you normally will not be required to take the test. However, you may be required to take a skills test anytime that you apply for an Arizona license.

You must provide the motorcycle to be used for the skills test. The motorcycle must be in good operating condition, and must have current registration, plate, tabs and proof of insurance. You will be required to wear eye protection during the test, and if you are under age 18, you must wear a protective helmet. Shorts or open shoes (sandals or flip-flops) should not be worn during the test.

Gloves are also recommended.

If you test with a 100cc or less bike, you will receive a “J” restriction. You must test with greater than 100cc for an unrestricted license.

As an alternative to the motorcycle skills test, you may take a Motorcycle Rider Course® offered by MVD authorized schools at several locations throughout Arizona. The Certificate of Completion you will receive when you successfully complete the course eliminates the requirement to take the knowledge and skill tests at MVD.

Motorcycle Safety Courses

Beginning Riders

Motorcycle Rider Course®: For beginning riders of all ages. This is a “hands on” training program in a controlled, off-street environment. Each instructor is certified by the Motorcycle Safety Foundation and MVD. The course is approximately 20 hours long and most often scheduled on weekends. The course fee includes the costs of motorcycle rental, helmet rental, insurance and classroom materials.

Experienced Riders

Experienced Rider Course®: This course gives participants an opportunity to increase their riding skills on their own motorcycle while examining defensive driving strategies. Advanced riding techniques in cornering, braking and swerving are presented and practiced. Emphasis is placed on accident avoidance techniques.

Where Can I Find a Course?

To locate the motorcycle safety course nearest you, please call the Motorcycle Safety Foundation at 800-446-9227.

License/Permit Cancellation

Your driver license or permit may be canceled for any of the following:

- If you fail to give correct information on the application
- If you apply while your license/driving privilege is suspended, revoked or canceled in Arizona or

another state

- If a person who signed your application requests cancellation of the license (for minors)
- If you falsely state your age as 21 or over
- If you do not meet the medical requirements
- If you fail, refuse or neglect to pay fees, taxes or assessments to MVD

Duplicate License

You may obtain a duplicate license for \$4, if:

- Your Arizona driver license or identification card is lost, stolen or becomes unreadable (If your license has been lost or stolen and you have reason to believe someone else is using it, the incident should be reported to your local police department as an identity theft.)
- Your address or name changes
- You wish to update your photo
- You wish to remove your Social Security Number from your license
- You wish to convert a graduated license to an under 21 driver license
- You wish to convert an under 21 license to a regular driver license

You must provide two acceptable items of identification. If your name has changed, you will need to present identification in both your new and previous names.

A duplicate license may be obtained online at www.servicearizona.com or by calling toll-free 877-301-8093 using a major credit card.

If your license was issued prior to July 1995, you must visit an MVD office to obtain the duplicate, so that your photo may be updated.

Identification Card

The identification card is available to all ages (including infants) for \$12. Persons over the age of 65 or anyone receiving Federal Supplemental Security Income disability checks, receive the card free of charge.

You may not possess an identification card and a driver license at the same time. If your driver license is suspended, you may apply for an identification card that is valid for 180 days.

If you fail, refuse or neglect to pay fees, taxes or assessments to MVD, your identification card may be canceled.

Voter Registration

You may submit a voter registration at the same time you apply for a driver license by completing a separate voter registration form available in each office, or register online at www.servicearizona.com. Your registration form must be received by the County Recorder 29 days before the election for you to be eligible to vote.

There is no fee to register to vote. You are not required to register to vote in order to obtain a license. To register you must be all of the following:

- 18 years of age on or before the next General Election
- A U.S. citizen
- An Arizona resident

If you have been convicted of a felony, your civil rights must have been restored.

Organ Donation Program Offers Life to Thousands

Many Arizonans will never know the people who gave them a new chance at life, but these people said “yes” to becoming organ donors when they received their driver license.

For many years there was no central registry to check a person’s wish to donate vital organs.

In 2002, the Arizona Legislature passed legislation enabling a Donor Registry in Arizona. The Arizona Donor Registry provides a centralized place to document all Arizonans who are committed to saving and improving lives through donation.

To indicate your decision to be a donor, simply visit www.azdonorregistry.org and complete the

registration information or call 1-800-94 DONOR to receive a registration form.

DONATE LIFE! Sign up to be an Organ Donor at www.azdonorregistry.org.

Applying for a Title and Registration

When you buy a vehicle, Arizona law requires that you apply for a title within 15 days of purchase. If your vehicle was registered in another state and you wish to operate it in Arizona, you must register it here as soon as you become an Arizona resident (See “Resident Definition” on Page 3).

Most vehicles may be registered for either 1 or 2 years at a time. (Some vehicles must be emission tested every year, and are therefore not eligible for 2 year registration.) Permanent registration will be issued for the following:

- Non-commercial trailers with a declared gross vehicle weight (GVW) of less than 6,000 lbs. (one-time registration fee \$124, \$75 for trailers previously registered in Arizona)

Commercial trailers with a declared GVW over 10,000 lbs pay a one-time registration fee:

- New trailer registered for the first time: \$800
- Used trailer with a model year 5 years old or newer: \$500
- Used trailer with a model year over 5 years: \$195

All-terrain and off-road recreational vehicles that operate only on dirt roads located in unincorporated areas of Arizona must be titled and have a plate, but are exempt from registration and insurance requirements.

Renewals must be submitted or postmarked on or before midnight on the due date (last day of the month for some, 15th of the month for others) or you will be subject to late penalty fees. Check your registration document carefully.

If you do not receive a renewal notice before the end of the next registration period, you must still renew by the expiration date.

In addition to other fees, vehicle owners in Arizona pay a Vehicle License Tax (VLT), assessed in place of a personal property tax charged by some other states. The VLT is distributed to the State Highway User Revenue Fund, State Highway Fund, State General Fund (for school financial assistance), County General Fund, to the counties for the same use as the State Highway User Revenue Fund and to the incorporated cities and towns for transportation, maintenance and improvements.

Title Holding

Titles recorded with a lien are now sent to the lienholder instead of the owner. The lienholder will keep the title until the lien is paid in full or the lien is reassigned to another lienholder. When the lien has been satisfied (paid in full), the lienholder must forward the title to the owner (or other person who is legally entitled to receive the title).

Plate and Fee To Owner

- Plate stays with you when your vehicle is sold.
- Get credit for remaining fees when you transfer plate and fees to another vehicle or apply for a refund.
- Processing fee required (\$12).

Arizona law provides that a license plate belongs to you, the vehicle owner. When that vehicle is sold, you remove and retain the plate.

You must remove the plate upon sale of the vehicle, then within 30 days must take one of the following actions through MVD or an authorized Third Party:

- Transfer that plate to another vehicle, or
- Turn in the plate, or
- Submit a signed statement that the plate was destroyed.

Don't wait. Credit reduces each month not used unless you have taken one of the above actions.

Refunds

Apply for a refund online at www.servicearizona.com

Credit

If you transfer the plate to another vehicle, you may be eligible to receive a credit.

- Credit can be applied toward the fees and taxes required to register another vehicle.
- Credit is allowed on fees and taxes paid for the following: Vehicle License Tax (VLT), Commercial Registration Fee (CRF), Weight Fee (WGT), Motor Carrier Fee (MCF) and Special Plate Fee (SPL).
- Credit can be applied to one vehicle registration only. (It cannot be divided between multiple vehicles.)
- Credit will be based on the number of months left on the registration.
- If your credit is greater than the fees due on another vehicle, the balance will be refunded.
- View credit online at www.servicearizona.com

Temporary Registrations

The plate cannot be displayed on another vehicle until the title and registration have been processed through MVD or an authorized Third Party. If it is necessary to operate the vehicle to complete this transaction, the owner must obtain a Restricted Use 3-Day Permit * for private sales, or a Temporary Registration Plate (TRP) for vehicles purchased from a licensed motor vehicle dealer.

Restricted Use 3-Day Permit is available at www.servicearizona.com, or at any MVD or authorized Third Party office.

Items Needed for a Title and Registration

The following steps must be taken in order to obtain an Arizona title, registration and license plate for a vehicle previously titled or registered in another state. This is general information only. Any title and registration action may present special requirements.

Physical Inspection of the Vehicle

The make, vehicle identification number (VIN), body style and other general vehicle information must be verified at an MVD office prior to registration. In addition, if there are obvious safety or mechanical flaws, registration may be denied until repairs are completed.

Inspections may be suspended due to rain and extreme weather conditions.

Emissions Test

Before you register, your vehicle may need to be emissions tested. The Arizona Department of Environmental Quality (ADEQ) is responsible for vehicle emissions testing.

ADEQ emissions tests all motor vehicles registering in the metropolitan areas of Phoenix and Tucson, with a model year 1967 and newer, including diesel, but excluding golf carts, and motorcycles 89cc or less. New vehicles (current year models and 4 previous model years*) have the option of paying an Emissions Exempt fee with the vehicle registration, instead of being tested. The fee goes to the ADEQ for the state Air Quality Fund.

Emissions tests will differ, depending on the county of residence, the model year of the vehicle and other factors. In the Phoenix metropolitan area, most 1981 and newer gasoline cars and light trucks receive an enhanced emissions test and are tested only every other year. All vehicles subject to testing will receive tampering inspections for the presence of certain emission control equipment such as catalytic convertor, optional air pump, etc. An emissions test fee is paid to the testing facility at the time of testing.

For more information on emissions testing, visit the ADEQ website at www.adeq.state.az.us or call the Vehicle Inspection Program Hotline at 602-470-4646 or 800-284-7748.

*Alternative Fuel Vehicles (AFV)

AFV's are those vehicles powered by liquified petroleum gas (propane), natural gas (CNG/LNG), a blend of 70% alternative fuel and 30% petroleum-based fuel, hydrogen, solar or electric (excluding golf carts). New original equipment manufactured AFV's have the option of paying the Emissions Exempt fee for only the current year models and two previous model years. Other AFV's do not have the option and must be tested. Hydrogen, solar and electric vehicles are exempt from all emissions testing requirements.

For more information on AFV exemptions, visit the ADEQ website, or if you have technical questions regarding AFV emissions testing, contact the Vehicle Emissions Inspections section of ADEQ in Phoenix at 602-207-7005 or in Tucson at 520-628-5630.

AFVs are eligible for a lower tax rate and are issued a special license plate or decal allowing the use of the HOV "carpool" freeway lanes anytime regardless of the number of passengers.

Vehicle Insurance

Arizona requires that every motor vehicle operated on our roadways be covered by one of the statutory forms of financial responsibility, more commonly called liability insurance, through a company that is authorized to do business in Arizona. This includes golf carts, motorcycles and mopeds.

Minimum levels of financial responsibility for private passenger vehicles are:

- \$15,000 bodily injury liability for one person and \$30,000 for two or more persons
- \$10,000 property damage liability

Law enforcement officers will ask you for proof of insurance at the time of traffic stops or accidents. Insurance companies notify MVD of all policy cancellations, non-renewals, and new policies. If your insurance company sends MVD a notice that your policy is no longer active, we will send you an inquiry notice to verify insurance status.

Failure to maintain proper insurance could lead to the suspension of your vehicle registration and/or driver license. To reinstate these privileges, fees and future proof of financial responsibility must be filed with MVD. The future proof requirement is most commonly an SR22 form from an insurance company. This can be expensive to the vehicle owner, especially since the law requires the owner to carry the SR22 for three years from the date of suspension.

Proof of Ownership

Your out-of-state title and registration must be surrendered at the time of application for Arizona title

and registration. When a loan has been recorded against the vehicle and the title is being held by a lender in another state, the registration is still needed, although the title may not be required.

Loan Information

All liens on your existing title will be recorded on the new Arizona title unless you provide an original lien clearance from the lender (or a letter on the lender's letterhead) that contains the vehicle identification number (VIN), year, make and body style of the vehicle, the date of the contract, and the lender's complete name and mailing address.

Signatures

All applicants listed on the application for Arizona title must sign the application. An original, notarized power of attorney is acceptable to allow an appointed person to sign on behalf of one or more of the owners.

Permanent Fleets

Individuals or organizations owning 2 or more vehicles may apply for "fleet" registration.

- All vehicles will be issued a one-time Perm/Fleet tab instead of the yearly tab
- All vehicles will have a common month of expiration that is mutually agreed upon
- You will receive one annual, registration renewal billing for all of your vehicles, which you may renew using the Internet at www.servicearizona.com with a major credit card
- Vehicles may be added or deleted during the year
- Vehicles added may be prorated for partial year fees, based on the expiration

For more information about Permanent Fleet Registration, call Fleet Services at 602-712-6775.

Ninety Day Registration

An Arizona resident who does not have complete documentation for issuance of a title or registration may apply for a 90-day registration. This registration allows you to operate the vehicle while obtaining additional

documentation. The fee is \$15. When complete documentation is submitted, vehicle license taxes will be calculated, for the full year, back to the date of issuance of the 90-day registration.

When You Sell Your Vehicle

When you sell your vehicle, fill in the transfer information on the vehicle title, have it notarized and give it to the new owner. You must also complete a Sold Notice on the back of the registration or online at www.azdot.gov (or by letter or other written notice containing the required information), and send it to MVD.

Plates / Special Plates

Out-of-state license plates must be surrendered when you obtain Arizona plates. Special plates are available for most vehicles. Examples of special plates include:

Regular
Personalized



Northern Arizona
University



Arizona State
University



University of
Arizona



Environmental



Child Abuse
Prevention



Navajo Nation



Transplantation
Awareness



If you or your vehicle qualifies, you may choose from a wide variety of special license plates. Some plates are available in both numbered and personalized format. Number plates are available at any MVD Customer Service Center. Personalized license plates are available by special order only. Many plates have special requirements.

Many special plates can be ordered online at www.servicearizona.com. To see the plates and obtain more information, visit www.azdot.gov.

- | | |
|-----------------------------------|-----------------------------------|
| • Alternative Fuel | • Historic Vehicle/
Motorcycle |
| • Amateur Radio | |
| • Amateur Radio
Disability | • Honorary Foreign
Consul |
| • Classic Car | • Horseless Carriage |
| • Congressional Medal of
Honor | • Legion of Valor |
| • Fire Fighter | • National Guard Member |
| • Fraternal Order of Police | • Pearl Harbor Survivor |
| • Former Prisoner of War | • Purple Heart Medal |
| • Hearing Impaired | • University of Phoenix |
| | • Veteran |
| | • Wildlife Conservation |

Call to receive an application or additional information (See numbers on Page 1).

Disability Plate and Placards



Disability
(International
Symbol of Access)

Disability plates and placards for parking in specially marked spaces are available at no charge to individuals and to organizations for vehicles primarily used to transport physically disabled persons. You must have one or more of the following conditions and submit an application form signed by a physician or hospital administrator: Unable to walk 200 feet without stopping to rest; unable to walk without assistance from another person or from a brace, cane, crutch, wheelchair or other prosthetic or assistive

device; lung disease with forced respiratory, expiratory volume for one second, if measured by spirometry, is less than one liter, or the arterial oxygen tension is less than 60 mm/hg on room air at rest; uses portable oxygen; cardiac condition with Class 3 or 4 functional limitations as by American Heart Association standards; or severely limited in ability to walk due to an arthritic, neurological or orthopedic condition.

Additional Services

These are a few of the additional services offered by the Motor Vehicle Division.

Medical Review Program

The Medical Review Program was established to ensure medical eligibility of drivers for licensing. Both commercial (CDL) and noncommercial drivers are subject to review.

Commercial drivers are required to submit the DOT Physical Examination form for review every two years.

Enforcement Services

The Enforcement Services Program is responsible for port of entry operations, registration compliance, vehicle inspections, and Peace Officer certification training. For more information about the Enforcement Services Program, please call 602-712-7615.

Motor Vehicle Field Officer Duties

MVD's Enforcement Officers are specially certified peace officers and are assigned to the Enforcement Services Program to perform various regulatory, compliance and enforcement activities.

Ports of Entry

There are 22 fixed ports of entry located around the state of Arizona. Six are International Border Ports. Each port of entry works closely with federal and state agencies to ensure the safe movement of commercial vehicle traffic traveling on Arizona's highways. These ports of entry inspect commercial vehicles for size,

weight and safety compliance, issue permits and perform a variety of commercial vehicle regulatory activities. Additionally, these ports assist in other MVD functions such as driver license and title & registration activities and noncommercial vehicle inspections.

What is Required of a Commercial Vehicle at Arizona Ports of Entry?

The vehicle is screened for:

- Tax credentials, such as: Registration (IRP, Prorate, AZ Based)
- Department of Agriculture requirements for importing agriculture products
- Vehicle or load screened for size and weight requirements (height, length, overhang of front and rear)
- Weight — axle, gross, and Federal Formula B requirements

Driver may be checked for:

- Commercial driver license compliance
- Federal Motor Carrier Safety requirements (log books, medical cards, etc.)

Registration Compliance Program

Millions of dollars are uncollected annually due to failure to comply with Arizona's Registration Laws.

State law requires that new residents obtain an Arizona driver license and register vehicles **immediately**.

MVD's Registration Compliance Program educates the public on Arizona Vehicle Registration Laws. (See Page 3, Resident Definition).

To report a resident of Arizona for not being in compliance with Arizona registration laws, please call 800-657-4322, or send in a report online.



Vehicle Inspection Program

The Vehicle Inspection Program provides vehicle inspections for the purpose of detecting stolen vehicles or stolen vehicle parts before the vehicle is titled and registered in this state.

These inspections only apply to those vehicles that are being registered for the first time in Arizona or vehicles that have been restored, salvaged or are of questionable identity.

The vehicle inspection program consists of three levels of inspections:

Level I inspections are performed most commonly on vehicles coming to Arizona from out-of-state or through abandoned vehicle verification requests.

Level II inspections are performed on vehicles when a public or secondary vehicle identification number is missing or appears to have been tampered with. These inspections are also performed on reconstructed and specially constructed vehicles. There is a \$20 fee.

Level III inspections are performed on most salvage titled vehicles or vehicles found to have salvage status brands on major component parts. There is a \$50 fee.

The fees collected for these inspections support the Auto Theft Authority that works closely with MVD in the status of stolen vehicles through the vehicle inspection process.

Competitive Government Partnerships Program

The Competitive Government Partnerships Program coordinates MVD's e-government activities and oversees the authorization of public and private entities, known as third parties, to provide MVD services. These alternative service delivery methods provide convenience to Arizona residents and businesses that need motor vehicle or driver license services while keeping MVD's expenses in line, even as the state continues to grow.

Third party partners are required to meet MVD standards and meet established deadlines for reporting on their activities. Examples of these e-government and third party alternatives are:

ServiceArizona

ServiceArizona is MVD's award winning electronic service delivery system. Residents can visit www.servicearizona.com to conduct a wide variety of motor vehicle and driver license transactions on the Internet, any time of night or day without leaving home or office. Services available online include vehicle registration renewal, address changes, ordering a replacement driver license for one that was lost or damaged, ordering special or personalized plates and many more. Residents can even register to vote by using ServiceArizona. Self-service stations are available in many MVD offices around the state to allow residents to complete transactions through ServiceArizona without having to wait for a customer service representative. MVD also offers registration renewal by telephone, where the caller follows voice prompts to renew the registration. The toll free number is 888-713-3031.

Third Party Title and Registration

These third party partners are authorized to provide a variety of MVD services, such as issuing vehicle titles, registrations, license plates and tabs. They often offer convenient extended hours on weekends and evenings. MVD carefully monitors the quality of third party work to ensure it meets state standards. More than 60 companies are authorized to perform title and registration work for MVD. See Page 2 for a list of third party offices.

Third Party Driver Services

Arizona residents can receive driving instruction, and take the driving, written and vision exams without ever visiting an MVD office by using the services of authorized third party driver schools and instructors. MVD licenses all driving schools in the state and certifies instructors so that the training they give will produce well-qualified and safe drivers.

Commercial Driver License Testers

Approximately 180 public and private sector entities in Arizona have MVD-certified testers who are authorized to administer the demonstration skill test to applicants for the commercial driver license (CDL). These third parties include school districts, government agencies at all levels and businesses that have employees who require the CDL, as well as driving schools that specialize in CDL instruction.

Third Party Inspection

Vehicles being titled in Arizona for the first time have to undergo a brief inspection to ensure that the vehicle matches the vehicle title. About 400 companies, many of them motor vehicle dealerships, are authorized by MVD to perform this inspection and to refer vehicles that don't match to MVD for further inspection. Allowing third parties to perform these routine inspections allows MVD inspectors to concentrate on the more advanced and time-consuming verification inspections.

Traffic Survival School Program

The Traffic Survival School program is designed to modify the behavior of drivers who are subject to having their license suspended for serious driving infractions. Nearly 100 of these schools around the state are licensed by MVD and have certified instructors to teach a curriculum approved by MVD. The schools teach drivers how to avoid adverse traffic situations, define their responsibilities while driving, strengthen their knowledge of motor vehicle laws, and, most importantly, improve their attitude toward safe driving. A list of currently authorized traffic survival schools can be found online.

Motor Carrier and Tax Services

International Registration Plan (IRP)

Operators of fleet vehicles may register under IRP. A fleet vehicle is one or more apportionable vehicles, which means any vehicle, (except: recreational vehicles, vehicles displaying restricted plates, city pick-up and delivery vehicles, buses used in transportation of chartered parties and government owned vehicles) used in two or more jurisdictions that allocate or proportionally register vehicles, and is used for the transportation of persons for hire, or designed, used or maintained primarily for the transportation of property and is:

1. A power unit having 2 or more axles and a gross vehicle weight (GVW) in excess of 26,000 lbs or,
2. A power unit having 3 or more axles, regardless of weight or,
3. Used in combinations, when the weight of such combination exceeds 26,000 lbs GVW.

Application can be made at the MVD offices in Phoenix at 1801 W Jefferson St (8am-5pm) or Tucson at 621 E 22nd St (8am-5pm). Arizona Transport Association (ATA) located at 2111 W. McDowell Rd., Phoenix, and Transport Carrier Services (TCS) are currently the only third parties offering apportioned registration credentials to the public.

International Fuel Tax Agreement (IFTA)

Any person operating one or more “qualified motor vehicles” in two or more member IFTA jurisdictions is entitled to license under the IFTA agreement to simplify the reporting of fuel taxes by interstate motor carriers. Qualified motor vehicle means a motor vehicle used, designed or maintained for transportation of persons or property:

1. Having 2 axles and a registered GVW exceeding 26,000 lbs or 11,737 kg **or**,
2. Having 3 or more axles regardless of weight **or**,
3. Used in combination when the GVW of such combination exceeds 26,000 lbs or 11,737 kg.

Application can be made at the MVD offices in Phoenix at 1801 W. Jefferson St. (8am-5pm) or Tucson at 621 E. 22nd St. (8am-5pm). For more information on IFTA call 602-712-6775.

Electronic Clearance

Currently, several of Arizona's Ports of Entry are equipped with electronic clearance including PrePass®, which offers registered motor carriers with good safety records the opportunity to bypass inspection facilities. As a participating vehicle approaches a electronic clearance equipped inspection facility, an in-cab transponder relays vehicle information to a computer which checks safety and registration information. If the requirements are satisfactory, the transponder signals the driver that the vehicle may bypass the inspection facility.

For more information about PrePass®, visit Help, Inc. at www.cvo.com.

Rental Vehicle Surcharge

A 5% rental vehicle surcharge is collected by rental companies on each contract for vehicles rented without a driver. This applies to passenger vehicles designed for 15 or fewer passengers, or trucks, trailers or semi-trailers with a GVW of 26,000 lbs or less and used to transport personal property. The surcharge provides reimbursement of the Arizona Vehicle License Tax (VLT) paid on the vehicle by the company.

TransPort System

TransPort is a computer application used to issue motor carrier permits in Arizona. The TransPort system has the capability to issue single trip, overweight, overdimensional, registration, envelope and use fuel permits, as well as overweight calculations, violation tracking, and a number of other related functions. Some permits are available to authorized motor carriers to order online.

Fuel Tax Evasion

The Fuel Tax Evasion Unit was created to join with other states and federal jurisdictions in an effort to combat fuel tax evasion and fraudulent tax reporting. Arizona is participating in federal and state tax compliance programs through association with

Multistate Task Forces, Federation of Tax Administrators (FTA), and the U.S. Department of Transportation, Federal Highway Administration (FHWA). If you have any information or questions relating to fuel tax compliance, fuel tax evasion, tax fraud, and fuel alteration, contact the Tax Evasion Unit at 877-AzFuels (877-293-8357) or www.azfuels.com. Any information received will remain confidential.

Executive Hearing Office

The Executive Hearing Office conducts hearings which have been requested by individuals or businesses contesting an Order issued by MVD. Although there are many kinds of hearings, most involve an appeal from an Order suspending or revoking a driver license. Usually, the suspension or revocation results from traffic law violations.

Whenever you have the right to appeal an Order, the notice of suspension/revocation will inform you of the procedure to be followed if you choose to request a hearing. It is particularly important to file a hearing request within the time required by law. You may lose your right to the hearing if you delay.

If you need additional information concerning the hearing procedure, call the Executive Hearing Office at 602-712-7737. Remember, the law only allows the Executive Hearing Office to provide general information. For more specific legal advice, you might consider consulting an attorney.

Governor's Office of Highway Safety

For more information on any of the following safety issues, contact the Arizona Governor's Office of Highway Safety in Phoenix at 602-255-3216 or Tucson at 520-790-5124.

Child Car Seat Safety Information (Buckle Up Children!)

Parents please remember, seat belts are not designed for children. In general, children should be in a car seat until they reach **80 pounds** and four feet, nine inches tall.



If you see an unrestrained child in a moving vehicle, please call 800-505-BABY with the vehicle plate number, city, and location of the child in the vehicle.

Current Arizona law states: "A person shall not operate a motor vehicle on the highways in this state when transporting a child who is under five years of age unless that child is properly secured in a child passenger restraint system."

Drivers transporting more than one child must secure as many children in child passenger restraint devices as reasonable given the size of the passenger area and number of passengers being transported. Child safety seats must meet US Department of Transportation safety standards and must be used by following manufacturer's and automobile manufacturer's instructions.

Air bags can save lives and prevent serious injuries. They are intended to be used with safety belts. Children under 12 years of age should **never** ride in the front seat of a car. If a child must ride in the front seat of a car, please turn the front seat passenger side air bag to the off switch (most newer vehicles are equipped with an on-off switch.)

Is Your Child Safety Seat Properly Installed?

The answer is most likely No! A 2004 study showed that 73 percent of car seats are improperly installed by parents and guardians. Arizona has certified child seat technicians who will inspect the seat to be sure it meets federal guidelines, is the right size for the child, and is installed correctly. Inspections are free of charge. For a referral to inspection sites, contact:

Arizona Governor's Office of Highway Safety	
Phoenix	602-255-3216
Tucson	520-790-5124
Safe Kids Arizona	602-364-3155
Safe Kids of Maricopa County	480-506-6860

Below is a list of participating agencies.

Call for an inspection appointment.

Goodyear Fire Department	623-882-7328 (SEAT)
Mesa Fire Department	480-644-2200
Phoenix Fire and Police Departments	602-534-8687 (TOTS)
San Luis Police Department	928-341-2432
Tempe Fire Department	480-858-7240
White Mountain Apache Fire and Rescue	928-338-4311
City of Yuma Fire Department	928-373-4850
Yuma County Health Department/Safe Kids	928-317-4667
National Safety Council	602-279-6071
Scottsdale Police Department	480-312-2229 (BABY)
Safe Kid Coconino County	928-522-7871
Tucson Fire Department	520-791-4502
Lake Havasu City - Interagency Council	928-453-5800
Safe Kids Navajo Nation	928-871-7300
Prescott Police Department	928-778-1444
Casa Grande Police Department	928-421-8700
Pinal County Division of Public Health	800-208-6897 (7869)
Collidge Health Department	520-866-7334
Chandler Fire Department	480-782-2134

See An Unbuckled Child?
Call 800-505-2229
(800-505-BABY)

Arizona's Safety Belt Law (Buckle Up Arizona!)

Each front seat occupant of a motor vehicle subject to the federal motor vehicle safety standards, must either:

1. Have the lap and shoulder belt properly adjusted and fastened while the vehicle is in motion or,
2. If only a lap belt is installed where the occupant is sitting, the lap belt must be properly adjusted and fastened while the vehicle is in motion.

The operator of a motor vehicle must require all passengers under the age of 16 years to comply.

A combination lap/shoulder belt greatly reduces your chances of being seriously injured in a motor vehicle crash. The lap belt prevents ejection and protects your lower body. The shoulder belt keeps your head and chest from striking the dashboard or windshield. In vehicles with automatic shoulder belts and manual lap belts, it is extremely important to buckle the lap belt.

It's Tough to be Young... and Getting Tougher

Youthful drivers are substantially over represented in motor vehicle crashes compared to all other age groups. Alcohol involvement in vehicle crashes reaches it's highest rate for those between the ages of 21 and 34. Further survey data indicates that adults between the ages of 21 and 29 are the most likely to drive after they have been drinking.

It's not only tough to be young, but the consequences of driving under the influence are getting tougher. Driving while impaired is a crime.

The best way to avoid death, injury, penalties and jail time, is to practice Zero-Tolerance... No Alcohol. If you are under 21, any trace of alcohol, illegal drugs or drugs that impair your ability to drive safely, will result in stiff penalties and your license will be suspended for 2 years. Remember that being under the legal limit of 0.08 blood alcohol concentration (BAC) does not mean that it is legal or safe for you to drive. Studies prove that alcohol impairs a person's ability to drive at levels substantially below 0.08 BAC.

NOTES: